

## Microsoft Services overview

---

### Get Maximum Business Value from Your Microsoft Technology Investments

Microsoft® Services, working together with partners from around the globe, offers a wide range of services to help your business achieve rapid and tangible value from your Microsoft technology investments.

Our mission is to help you realize the maximum benefits possible from using Microsoft products. We do this by providing access to our deep internal knowledge and resources to help you implement high-value solutions that generate meaningful results for your business.

---

### The Microsoft Services Advantage

#### Committed to Your Business Success

Microsoft shares with its partners an unwavering commitment to provide great customer service. We strive to not only satisfy our customers, but also delight them. Perhaps that's why nine out of ten of our business support customers indicate that they would recommend Microsoft Services to a colleague who needs IT services.\*

#### Your Satisfaction Is Our #1 Goal

Customer satisfaction is our most important business objective. Each of our employees is evaluated on the satisfaction levels of their customers. We regularly conduct customer satisfaction surveys to make sure we're meeting your expectations.

#### Technology Solutions That Generate Results

We work with you to understand your needs and develop a comprehensive solution—and then help make sure that the solution is generating results. You define your conditions of satisfaction for your project. We don't consider an assignment complete until each of your conditions has been met to your satisfaction.

#### The Right Services at the Right Time

We aren't looking to lock you into costly, ongoing commitments to onsite resources. Our goal is to complete the job to your satisfaction and to transfer our knowledge to your team to help ensure your future success. Rest assured, though, that we'll be there if you need us—with just the right level of service for your business.

---

## Comprehensive Technology Expertise

Microsoft Services and its partners provide a direct connection to the knowledge and expertise of the world's leading technology company. We offer the right resources to help you optimize solutions for any stage of the IT lifecycle—and generate a more significant business value from your IT investments.

### Expertise from the Source

Working with Microsoft Services gives you direct access to our technical expertise and resources. Our professionals and partners work closely with Microsoft product teams, providing unique access to the best experts in Microsoft technology. We're also skilled at integrating our products into mixed IT environments to help deliver your business-critical solutions.

### Services for Businesses of All Sizes

With our partners, we provide a wide range of consulting and support services for every stage of planning, deployment, and management. All services can be tailored to fit the needs of any size business and to address specific technology requirements. We have extensive experience delivering services to businesses of all sizes, including many of the world's leading corporations.

## Rapid, Effective Deployment of Technology Solutions

Integrating more than 25 years of technology expertise with real-world implementation, Microsoft Services provides proven best practices to help you minimize your risk, reduce project timelines, and deliver tangible business results.

### Technical Solutions That Work

Leveraging Microsoft's own best-practice models, Microsoft Services offers frameworks for solutions development and

ongoing operations that are used by our own product development and IT groups. We can train your staff on these practices to help ensure that your business is making the best use of Microsoft technology.

### Speeding Your Critical Time to Market

With our leading-edge technology centers, we help reduce your risks and time to market by prototyping and evaluating your solutions prior to deployment in your IT environment. Using these centers, Microsoft Services and its partners can often prototype solutions in weeks, not months.

## Extensive, Highly Skilled Partner Network

Microsoft Services partners include more than 775,000 partners worldwide, covering nearly every industry, so you have ultimate choice and flexibility when selecting additional IT resources.

### The Best of Both Worlds

We work in partnership with companies ranging from established market leaders to emerging market innovators. So you get the advantage of industry-specific expertise, choice, flexibility, and local access, plus the backing of the world's leading technology company.

### High-Quality Service

Our certified partners are an extension of our own Services organization—receiving rigorous certification training and the latest product updates directly from Microsoft. Plus, they get advance information and training on new Microsoft technologies before they're launched, so they can help you evaluate and deploy the latest solutions faster.

---

## Our Services

### Consulting Services

We offer a wide range of consulting services for every stage of the IT lifecycle. Our consultants and industry partners combine in-depth technical knowledge with an understanding of your business and industry to help architect, implement, and deploy Microsoft technologies and solutions. Options include:

**Microsoft Services QuickStart:** Strategy and design sessions to help determine which technology solution will meet your business needs

**Microsoft Services QuickPlan:** Early-stage planning to identify potential risks and scope

**Microsoft Services Portfolio:** Complete solution implementation services customized to your company's specific requirements

### Business Support Services

We offer a variety of proactive and responsive support services to help maximize the benefits of your Microsoft technology investment. Our focus is on helping you eliminate potential technical problems by anticipating issues before they arise. Rest assured that you are being supported by some of the most highly skilled professionals in the industry. Options include:

**Microsoft Services Premier Support:** Comprehensive, customizable support for enterprises with complex support requirements

**Microsoft Services Essential Support:** Prepackaged support for businesses with foundational support needs

**Microsoft Services Business Solutions Support:** Support that is specifically focused on your Microsoft Business Solutions applications

---

For more information about Microsoft Services' offerings, programs, and partners, please visit [www.microsoft.com/microsoftservices](http://www.microsoft.com/microsoftservices).

